



U.S. AIR FORCE

# *myPay Kiosk Trial Data*

## *US Air Force One-Stop*





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# ***myPay Usage***

## **Civilian usage first 5 months FY03 FY04**

- **LES Views      3.9M 6.1M**
- **Tax Statement Views      381K 512K**
- **Transactions 171K 235K**
- **Travel Voucher Views      77K 139K**

## ■ **Total usage first 5 months**

- **LES views      15.7M      33.9M**
- **Tax Statement Views      1M      7.3M**
- **Transactions 573K 963K**
- **Travel Voucher Views      398K 699K**

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**myPay**





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# ***30 Apr 04 myPay PINs***

<b>DOE</b>	<b>10,818</b>	<b>10,818</b>	<b>100.0%</b>
<b>Navy</b>	<b>490,863</b>	<b>379,378</b>	<b>77.3%</b>
<b>Air Force</b>	<b>561,382</b>	<b>423,517</b>	<b>75.4%</b>
<b>Army</b>	<b>1,062,458</b>	<b>779,116</b>	<b>73.3%</b>
<b>DoD Civilians</b>	<b>774,701</b>	<b>495,632</b>	<b>64.0%</b>
<b>Marine Corps</b>	<b>277,905</b>	<b>159,265</b>	<b>57.3%</b>
<b>Retirees</b>	<b>2,204,613</b>	<b>476,791</b>	<b>21.6%</b>
<b>NAF Civilians</b>	<b>37,652</b>	<b>7,253</b>	<b>19.3%</b>
<b>Annuitants</b>	<b>275,113</b>	<b>12,071</b>	<b>4.4%</b>
<b>Totals</b>	<b>5,695,505</b>	<b>2,743,841</b>	<b>48.2%</b>



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# ***Planned Enhancements***

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## ■ **Recent Initiatives:**

- **Issue Pin by email vice postal service**
- **Civilian LES up to 12 months**
- **Push information directly to the customer-using SmartDocs a new product**
- **Increase Civilian allotments to seven**
- **Add Department of Energy, Service Academies to customer base**
- **Work with services to discontinue hard copy W2, LES, and 1099s**

## ■ **Long Range Enhancements:**

- **Link Electronic W2 (eW2) to commercial tax software**
- **Enable military members to input allotments**
- **Interface with civilian personnel systems to add transactions for:**
  - **Thrift Savings Plan**
  - **Federal Employee Health Benefit elections**
- **Partner with others for a single sign on between myPay and their portal**
- **Increase number of historical LES's available online from 2 to 25**
- **Provide Informational PINs (read only) to support deployed members' spouse**
- **Add Personal Statement of Military Compensation and discontinue paper copy**



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# ***One-Stop Customer Service***

- ***Eliminate office visits***
  - ***myPay***
  - ***vMPF (virtual Military Personnel Flt)***
  - ***Customer Service #s***
  - ***Contact Center***
- ***Access to computers***
  - ***24/7 safe access***
  - ***Acceptable Input/Output***
  - ***High Traffic Areas***





# ***Air Force One-Stop™ Kiosk***

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- ***Keesler AFB “Pilot” Program***
- ***Lot 1: DynaTouch Deliver 15 Jan 04***
  - ***50 Kiosks at 15 Installations***
  - ***Training Sites and Sample***
  - ***HW, SW, and Installation***
  - ***20 hours/site of Web Weaving***
  - ***Reports***
- ***Analysis of Use and Locations***
- ***Contract Structure Set and Future?***





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# ***Hardware***

- ***Attractive, secure kiosk enclosure***
- ***Recessed monitor for privacy***
- ***15" LCD touchscreen monitor***
- ***Laser printer w/ 550 sheet feeder tray***
- ***1.7GHz Intel Celeron CPU***
- ***Overall dimensions:  
60"H x 23"W x 20"D***





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# Main Menu

- *Professional, branded identify*
- *Graphical layout emphasizes up to five “Level 1” topics*
- *Can include up to 12 additional “Level 2” topics*







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# Virtual Keyboard

- ***“One-touch” access to logon from main menu***
- ***Utilizes virtual keyboard***
- ***All existing capabilities compatible with OneStop software***

The screenshot shows the 'myPay Security' login page for the Department of Defense. It includes fields for Social Security Number and PIN, with 'Clear' and 'Request Access' buttons. A warning message is displayed below the login fields. A virtual keyboard is overlaid at the bottom, featuring a sidebar with navigation buttons (TIPS, MAIN MENU, BACK, FORWARD, PAGE UP, PAGE DOWN, PRINT, HIDE KEYBOARD, VOLUME, HELP) and a main keyboard area with letters, numbers, and function keys. A footer message at the bottom of the keyboard area reads: 'Please touch BACK or MAIN MENU to continue.'

**myPay** Security

Department of Defense

Please enter your Social Security Number:

Please enter your PIN:

Clear Request Access

**WARNING**

18 U.S.C. § 1030 prohibits unauthorized or fraudulent access to government computer systems. If the Social Security Number associated with this action is not your Social Security Number, you are in violation of this law and should exit this system immediately. Completing this action may subject you to a fine of up to \$5,000 or double the value of anything obtained via this unauthorized access, plus up to five years imprisonment.

TO PROTECT YOUR PAY INFORMATION, EXIT WHEN FINISHED

Shift Keys / ; ' Space , . [ ] Enter

Please touch BACK or MAIN MENU to continue.



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# PersPay Self-Service Mar 2004 Status

## Current Keesler Kiosk Usage Status

March	Total			Month Avg				
Session	Hits	Session	Hits	Session	Hits	Session	Hits	
Exchange	414	9,152	1987	42,444	385	8,604		
Community Ctr		151	1,892	813	10,169	145	1,815	
Post Office	1358	50,123	3381	243,713	604	43,520		
Finance	445	2,952	1119	11,699	227	2,371		
Sablich Ctr	638	6,520		1738	22,814	343	4,503	
Rec Center	434	14,984	2344	75,643	463	14,930		
Hospital	521	14,472	1207		35,562	464	1,483	
<b>TOTAL</b>	<b>3691</b>	<b>100,095</b>	<b>12,499</b>	<b>442,044</b>	<b>2630</b>	<b>89,421</b>		



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# ***QUESTIONS???***



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